

Supporting Carers in North Tyneside



North Tyneside Commitment to Carers

2024 - 2029





Introduction

Carers play a vital role in our communities. Without them, the health and care system would simply not be able to function and thousands of people with care needs would be left without support. Even if there were sufficient workforce capacity in the social care sector to replace this care, the financial impact would be enormous. During the Pandemic, the value of unpaid care was estimated at £162 billion per year (**Carers UK-2023 Unseen and Undervalued**).

North Tyneside Carers' Partnership Board (CPB), established in 2018, is responsible for:

- raising awareness of carers and the impact of caring
- improving health and wellbeing of carers
- improving health, social care and employment/education/training services for carers in North Tyneside.

The CPB has developed this 'Commitment to Carers' statement which outlines the boards overarching priorities for all ages and specific areas of focus for adult carers, parent carers and young people respectively. It also identifies actions it will take to improve the identification of carers and the services/support available for carers in North Tyneside. This is supported by a workplan, and progress is reviewed at bi-monthly CPB meetings.



Membership

The CPBs membership includes decision makers from:

- North East and North Cumbria Integrated Care Board
- North Tyneside Council
- North Tyneside Carers' Centre
- NHS England
- Northumbria Healthcare NHS Foundation Trust
- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
- Newcastle upon Tyne Hospitals NHS Foundation Trust
- North of Tyne Patient Advice and Liaison Service (PALS)
- Northumberland, Tyne & Wear Local Optical Committee
- Community Pharmacy North East
- Healthwatch North Tyneside
- Community and Health Care Forum (CHCF)
- North Tyneside Parent Carer Forum
- PROPS North East – Family Recovery Service

Building on previous achievements in working with carers, *North Tyneside's Commitment to Carers 2024 - 2029* sets out how partners intend to respond to the needs of carers of all ages.

What is our Commitment?

To improve the health and wellbeing of all carers living in North Tyneside and support them to have a life outside of caring.

- To actively promote open and honest working in co-production with carers.
- To ensure carers have a voice and are listened to.

This commitment is in response to what carers have told us is important to them and has been co-produced with carers.

How will we do this?

Carers Partnership Board members will individually and collectively take responsibility for raising the profile of carers and caring within their own organisations and hold them to account. Members will work in partnership to deliver a whole system change in response to identifying and supporting carers.

All partner organisations will work with local partners to embed the North Tyneside Commitment to Carers document across health, social, education and the voluntary and community sectors; raise the profile of carers, and develop a consistent marketing and communication approach that promotes the ethos 'Think Carer'.

We will ensure that carers rights and entitlements under the Care Act 2014 and the Children and Families Act 2014 are met, and will commit to promote a culture that; embraces the contribution of carers of all ages; ensures that carers are valued and listened to; encourages carers to make choices about their caring role and have access to appropriate support.

Who is a Carer?

A **carer** is anyone, including children and adults, who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or substance misuse and cannot manage without their support.

The **care** they give is unpaid.

An **adult carer** is anyone who is 18 years or over.

A **young carer** is anyone who is under 18 years.

A **parent carer** is anyone who is over 18 years who is caring for a child under 25 years with special educational needs and disability.

This is not the same as someone who provides care professionally or through a voluntary organisation. Some people may not even recognise themselves as a carer, they are a husband, wife, son, daughter, relative or friend of someone who needs their help.

What the law says about carers

When considering a carer's eligibility for accessing support services from the Local Authority the following definitions apply:

Adult Carers (Care Act 2014)

Adult carers provide, or intend to provide, 'necessary' care for another adult who has care and support needs. 'Necessary' care means activities that the person requiring support should be able to carry out as part of normal daily life but is unable to do so because of their care and support needs. If the carer is providing care and support for needs that the adult is capable of meeting themselves, the carer is not providing 'necessary' care and support.

Young Carers (Children and Families Act 2014)

Children and young people under 18 who provide, or intend to provide, care for another person (but excluding paid/formal volunteers).

Parent Carers of Disabled Children (Children and Families Act 2014)

Parent Carers are adults who provide, or intend to provide, care for a disabled child for whom the adult has parental responsibility.

Carers in North Tyneside

Adult Carers

The 2021 Census identified 19,683 carers in North Tyneside with over 50% providing 20 or more hours of unpaid care per week. This is important because the more hours of care someone provides, the greater the impact this is likely to have on their health, wellbeing and life outside of their caring role. The 2021 census was carried out during the COVID pandemic and many carers' organisations say the real figure is higher than reported in the census.

Young Carers

The 2021 Census identified 292 young carers in North Tyneside. We know that many families do not recognise young people in the family home with caring responsibilities as being carers. Carers organisations and national research recognises that the real figure is higher than reported in the census.

Research undertaken by BBC News and the University of Nottingham in 2018 suggests the number could be much higher – possibly up to 800,000 children in England alone. This amounts to one in five young carers in every North Tyneside secondary school class.

Currently there are around 650 young carers registered with the North Tyneside Carers' Centre.



Policy Framework

There are various national and local policies that set out approaches to supporting carers. These are included in Annex 1.

North Tyneside Carers Partnership Board Priorities

The CPB have identified the following priorities for 2024-2029. This is supported by a detailed workplan that is set annually and updated to reflect the latest feedback from carers in North Tyneside.

- Carers' views shape the priorities and work of the CPB. Carers' views are effectively shared with providers and decision makers. We take co-production approaches to increase the involvement of carers.
- Improve information for carers about their rights, what carers can expect and the support that is available to them.
- Work collaboratively to plan carer focused activity and identify opportunities for investment and strategic working.
- Improve the knowledge and skills of frontline staff to identify and support carers.
- Challenge all service providers and commissioners to consider how they can improve the identification and support for carers.
- Review and improve carer support in particular service areas including:
 - Young carers.
 - Parent carers.
 - Carers of people with mental health issues.
 - Primary care.
 - Secondary care pathways.
 - Respite support for carers

Involving Carers and Understanding Their Views

As a partnership, we are committed to hearing the voice of carers in the work that we do and strive to take co-production approaches to our work. We are also committed to providers and commissioners of all services in North Tyneside involving carers in reviewing and developing how they work.

Each member of the CPB have their own mechanisms and approaches to gathering the views of carers. Organisations such as Healthwatch, the Carers' Centre, the Parent Carer Forum, PROPS and CHCF focus a lot of their work on hearing carers views and meeting carers needs. As a board we are committed to making the best use of the information that members gather to influence decision making.

Are things getting better for carers?

We want to understand how the experiences of carers changes over time. One of the key ways we do this is surveying the views and experiences of carers every two years, and using these findings as the basis for our future action plan for the board.

Healthwatch North Tyneside lead our local surveys with the support of all other board members. We have a cycle of surveying adult carers one year, young carers the next year and then return to adult carers the following year, and so on. We review the findings with a group of carers to help develop the recommendations based on the information gathered. The reports are published online and shared with decision makers, service providers and carers, including North Tyneside's Health and Wellbeing Board. You can see the reports of our surveys here: www.healthwatchnorthtyneside.co.uk/ourwork/carers/

The survey of adult carers between December 2022 and February 2023 had 681 responses. The survey was open to anybody caring for an adult or disabled child, whether or not they were known to North Tyneside Carers' Centre or the local authority. The findings show little reported improvement in carer wellbeing following the end of pandemic restrictions. Carers said:

- They often struggled to access information about what support is available and their rights.
- Feedback about ease of access and availability of respite was mixed, with many carers reporting it difficult to access respite. Where carers could access this, it was often seen as vital to supporting their wellbeing, although reports about its quality were variable.
- Access to home care and care packages was a challenge.
- Services and support could be better coordinated.



The full report is available from www.healthwatchnorthtyneside.co.uk/ourwork/carers/

Survey of Adult Carers in England (SACE)

We also use the Survey of Adult Carers in England (SACE) which is undertaken by each local Authority in England, following National Guidelines. It asks questions about the quality of life of clients and the impact that the services they receive have on their quality of life. It also collects information about self-reported general health and wellbeing. Data is also used to populate several measures in the Adult Social Care Outcomes Framework (ASCOF).

A survey of carers takes place every two years. The last one was published in November 2022 and is a good indicator of how carers feel about health and social care services locally, however it has been recognised that the questions may need updating as they do not relate to the Care Act.



Findings from the SACE survey published November 2022

Satisfaction of carers with social services

- 39% of carers across England are satisfied with social services.
- The proportion in the North East stands at 47%, which is the highest across the country.
- Across North Tyneside, the proportion of carers satisfied with social services is 33.6%.

Carers who have been included in discussions about the person they care for

- 70% of carers across England said they felt included in discussions.
- The proportion across the North East stands at 79%.
- Across North Tyneside, this figure is 64.1%.

The proportion of people who have as much social contact as they would like

32.5% of carers feel they have as much social contact as they want. This is a decrease on previous years.

North Tyneside is 6th in the region for Carer reported Quality of life.

The proportion of people who find it easy to find information about support

In 2022 61.3% of carers said that they found it easy to find information compared to 64.2% in 2020. North Tyneside came last in the region for this measurement.



Triangle of Care

The Triangle of Care is a partnership between professionals, the person being cared for, and their carers. It sets out how they should work together to support recovery, promote safety and maintain wellbeing. This was originally designed for use with mental health trusts.

The North Tyneside CPB is working with the Carers Trust and other national stakeholders to develop the approach so that it can be used to understand how all the different services across North Tyneside support carers. The principles of the Triangle of Care approach are:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols regarding confidentiality and sharing information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services is available.

Progress Updates

Our priorities and actions focus on short term and longer term priorities to create a carer friendly culture across all services. We recognise that this won't happen overnight but expect that improvements will be seen year on year.

You can find our annual update on progress and the focus of our work for the coming year at www.livingwellnorthtyneside.co.uk/advice-and-support/carers-support



Strategic Policy Framework

Appendix 1

The Care Act 2014

The Care Act 2014 placed additional duties and responsibilities on local authorities with regards to supporting carers and placed them on an equal footing with the person they care for. The provision of advice and information, which needs to be timely and in an appropriate format, was given a greater focus. The Care Act placed greater responsibility on local authorities to assess a carer's own needs for support; explore the outcomes that a carer wants to achieve in their daily life; and the impact of caring responsibilities on their desire and ability to work and to partake in education, training or recreational activities.

The Care Act 2014 also makes integration, co-operation and partnership a legal requirement on local authorities and on all agencies involved in public care, including the NHS, independent or private sector organisations, some housing functions, and the Care Quality Commission (CQC).

The central aim of the legislation is to keep the carer at the centre. This preserves the carers' independence, their family and social network relationships, and their ability to undertake their caring role.

The Children and Families Act 2014

The Children and Families Act 2014 amended the Children's Act to make it easier for young carers to get an assessment of their needs and to introduce 'whole family' approaches to assessment and support. Local authorities must offer an assessment where it appears that a child is involved in providing care.

This legislation is aligned with similar provision in the Care Act 2014 requiring local authorities to consider the needs of

young carers if, during the assessment of an adult with care needs, or of an adult carer, it appears that a child is providing, or intends to provide, care. In these circumstances the Authority must consider whether the care being provided by the child is excessive or inappropriate; and how the child's caring responsibilities affects their wellbeing, education and development.

Parent Carers of Disabled Children

The Act also simplifies the legislation relating to parent carers of disabled children, making rights and duties clearer to both parent and practitioners. It removes the requirement for such carers to be providing "a substantial amount of care on a regular basis" in order to be assessed, and it requires local authorities to assess parent carers' needs for support on the appearance of need, as well as on request.

The Local Authority must consider whether the disabled child, and the disabled child's family are persons for whom they may provide or arrange for the provision of services under Section 17/Child in need.

New rights for carers in the Care Act 2014 and Children and Families Act 2014 should make it easier for carers to access the essential help and support they need.

NHS England Commitment to Carers

In May 2014, NHS England published its commitment to carers to give them the recognition and support they need to provide invaluable care for loved ones and in recognition of the significant contribution they make to society and the NHS.

<https://www.england.nhs.uk/publication/nhs-englands-commitment-to-carers/>

There are 37 commitments spread across eight key priorities which include raising the profile of carers, education and training, person-centred coordinated care and primary care. These commitments were developed in partnership with carers, patients, partner organisations and care professionals.

An integrated approach to identifying and assessing Carer health and wellbeing

The integrated approach to identifying and assessing carer health and wellbeing was published in May 2016 and builds on the work started by the NHS England Commitment to Carers and is based on seven supporting principles:

We will support the identification, recognition and registration of Carers in primary care

1. Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health
2. Carers will be empowered to make choices about their caring role and access appropriate services and support for them, and for the person they look after
3. The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities
4. Carers will be supported by information sharing between health, social care, carer support organisations and other partners to this agreement
5. Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision-making and reviewing services
6. The support needs of Carers who are more vulnerable or at key transition points are identified early

Supporting Carers in General Practice: A framework of quality markers

This document, launched in June 2019, offers a series of practical ideas that have been developed in partnership with

carers, primary care teams and other key stakeholders. Collectively, they provide a framework for improving how general practice can better identify and support carers of all ages.

<https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/>

National Institute for Health and Care Excellence (NICE)

NICE guidance relating to carers can be found at <https://www.nice.org.uk/guidance/population-groups/carers>

North Tyneside's Health and Wellbeing Board Strategy

Health and Wellbeing Board is there to ensure that there is an integrated approach to the provision of health and social care services in the area. The Board brings together representatives from a range of relevant organisations to provide shared leadership of the strategic approach to health and wellbeing of communities in North Tyneside. The Board is responsible for:

- Encouraging the commissioners of health and social care services to work in an integrated manner to improve the health and wellbeing of people in the area, including the making of joint arrangements.
- Preparing and monitoring a Joint Strategic Needs Assessment, Joint Health and Wellbeing Strategy and Pharmaceutical Needs Assessment.
- Encouraging the commissioners of health-related services, such as housing, to work closely with the Board and the commissioners of health and social care services.
- Considering the commissioning plans for health and social care services.

You can find the Joint Strategic Needs Assessment (JSNA) and Health and Wellbeing Board's strategy at <https://my.northtyneside.gov.uk/category/1238/health-and-wellbeing-board>

